

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES

December 14, 2012

PRESENT:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
Richard Bernard	Public Member
Karen Mead	Senior VP of Operations, FairPoint Communications
Derek Martel	Professional Firefighters of NH
Robert Girard	Mobile Telecommunications Carrier Industry
Kathryn Bailey	NH Public Utilities Commission
Sandra Teti	Governor's Commission on Disability
George Valliere, Vice-Chair	NH Police Officer
Earl Sweeney	Assistant Commissioner, (DOS)
James Valiquet	NH Association of Chiefs of Police
Mark Violette	NH Telephone Association
Jonathan Goldman	NH Emergency Dispatchers Association

ABSENT:

Linda Hodgdon	Commissioner, NH Department of Administrative Services
John Barthelmes	Commissioner, NH Department of Safety (DOS)
Kevin O'Brien	Chief of Policy & Planning, (DOS)
Paul Szoc	NH Federation of Mutual Aid Districts
David Caron	NH Municipal Association

OBSERVERS:

Bruce Cheney, ENP	Director, NH Bureau of Emergency Communications (NHBEC)
Peter DeNutte, ENP	Assistant Director, (NHBEC)
David Rivers	Public Safety Answering Point (PSAP) Chief of Operations, (NHBEC)
Wanda Bowers	Public Information Representative, (NHBEC)
Patricia Magoon	Assistant Planner/HR Rep, (NHBEC)
Robert Christensen	Administration Manager (NHBEC)
Sean Goodwin	Administrator II, (NHBEC)
Robert Beaulac	Business Administrator, NH Department of Administrative Services
Philip Penny	Account Executive, Intrados Inc.
Randy Young	Intrado Inc
Ashish Patel	Intrado Inc
Paul Fahey	Cassidian Communications
Michael P. Tersmette	Cassidian Communications
Mike Foss	Telecommunication Specialist I, (NHBEC)
Steven Kiander	Administrator III, (DOS)
Timothy Scott	Database Administrator, (NHBEC)
Scott Wolfert	Service Manager E-911, Fair Point Communications
Jon Eon	FairPoint Representative
Kevin Connor	Project Administration, (NHBEC)
Sherry Baker	Administrative Secretary, (NHBEC)

The NH Enhanced E-9-1-1 Commission (Commission) meeting held at the Department of Safety, Concord, NH was called to order at 10:04 AM by Chairman Aiken.

1. Approval of the minutes of the September 14, 2012 NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken called for approval of the December 14, 2012 meeting minutes. Vice-Chairman Valliere motioned to accept the minutes and Commissioner Violette seconded the motion. Unanimously approved by those present and voting.




OLD BUSINESS

2. Director's Report

2. A. Report on FY13 Surcharge Receipts (Steven Kiander, Administrator)

1. Discuss year to date expenditures & surcharge

Steve Kiander reported the following:

-  Reviewed the Statement of Appropriation Report and the E9-1-1 Revenue Projections vs. Approved Budget.
-  The line count is based on an average of FY12 surcharged lines of 1.54 million at \$0.57/mo. This includes an estimated 25,000 VoIP lines as of 1/1/13.
-  \$350,000.00 one-time payment to Poison Control.

Chairman Aiken asked if Steve could provide background on the one-time Poison Control fee.

Director Cheney stated the Fiscal Committee, pursuant to the following provisions of RSA 106:H:9 on June 18, 2012, approved the request of the Department of Safety, Division of Emergency Services and Communications, to budget and expend; \$350,000.00 from the prior year carry forward balance of the Enhanced 9-1-1 system fund, and \$150,000.00 from the Fire Standards and Training and Emergency Medical Services fund for the purpose of entering into a Memorandum of Understanding with the Department of Health and Human Services for the continuation of the Poison Control Center for the period of July 1, 2012 through June 30, 2013.

Commissioner Valiquet asked if VoIP is based on a phone number then how do the companies determine if they owe the State of NH.

Director Cheney stated the surcharge will be based on the address the customer gives at the time of service initiation.

Commissioner Bailey stated it is up to the companies to be honest about the address because there is no way to audit this process.

Director Cheney stated we asked that the collection of the fee be done by the Department of Revenue Administration because they have auditing capabilities.

Director Cheney stated with regards to the cellular portion, we are collecting on the post paid cellular now. We have put in several legislative bills to try and collect for pre-paid. The pre-

paid companies want the fee collected by the retail merchants but the Retail Merchants Association is saying no. Because New Hampshire has no sales tax, there is no process in place to collect it. He has recently provided the Commissioner of Safety with several states that are collecting pre-paid fees from the carriers. These states include Alabama, Arkansas, Georgia and Kentucky.

Commissioner Bailey stated we still have not got the law changed to require pre-paid to pay.

Director Cheney stated no, but the Assistant Commissioner is preparing legislation to try and get it passed by the House and Senate.



Chairman Aiken asked if we will be paying a fee to the Department of Revenue Administration for auditing?

Director Cheney stated no.


Commissioner Violette asked if the Bureau is taking into account the loss of landlines when developing budgets?

Director Cheney stated the landline count is taken into consideration as of the time of the budget preparations.


Commissioner Violette stated that not including those lost landlines is going to become a real issue. But you will pick those up when people migrate to a cable company.

-  Discussion on the status of the appropriation and that it appears the expenditures are right on target.
-  There is a Governor and Council item to request another \$100,000.00 to cover retirement costs.

Commissioner Goldman asked if the health benefits are just for people that have retired?

-  Those are the people that are in the system now. The rule of thumb is for budgeting \$10,000.00 per retiree per year.

Director Cheney asked if Steve Kiander could tell the Commission anything about the recent memo regarding the 3% budget cuts.


-  There has been a directive from Governor-Elect Hassan for agencies to put together a 97% -100% budget. At this point, the Division of Emergency Communications will not be included in this request.

Commissioner Beaulac stated the instructions at this point were to not include other funds such as the 9-1-1 fund. But that does not mean that this fund won't be looked at separately and possibly be adjusted at a future time.

Chairman Aiken inquired what is the thinking behind taking a fund such as the 9-1-1 fund and reducing it by 3%? Is it just to be socially acceptable?


Commissioner Beaulac advised it is the perception of reducing the size of government.

Commissioner Sweeney asked if we continue to pay for the Poison Control Center and assuming there is no relief from all the other communications expenses would it be correct that in a couple of years, the surcharge could be up around \$0.81?

 Mr. Kiander feels the surcharge needs to be increased but he does not have the calculation with him to offer an estimate of the increase.

Commissioner Sweeney asked Steve to please get him the correct figure when he gets a moment. This will come up at some point.

Commissioner Valiquet inquired about the number of retirees collecting the health benefit through the state.

 As of today we have one retiree in the system.

Commissioner Valiquet stated the reason he was asking is Group One and Group Two retirements are so different. There also have been a lot of changes in the retirement system and he was just wondering if some of these people are not eligible due to the current changes.

Director Cheney stated the State has a contract and the health and benefits come out of that contract not the retirement system.


Commissioner Valiquet asked if any state employee, no matter which agency they work for, retired today, are they eligible for the same benefits?

Commissioner Sweeney stated whichever State agency you work for has the responsibility to budget for each person that retires.


2. B. Report on Data Operations: (Database Administrator, Timothy Scott)

1. Update on Mapping Progress
2. Database Activities


Tim Scott reported the following:

 The telephone database currently contains approximately 905,000 records. There is going to be another VoIP company pulling their records next month.



















Chairman Aiken asked what does “pulling its records” mean.

-  Right now, we have a company that is VoIP which can go to the I-2 NENA standards. This means those records are managed by a VoIP positioning center. They are not currently doing that. They are using a third party to manage their records directly in a 9-1-1 database like they are for landlines. They will be transitioning to I-2 bpc model.


Commissioner Bailey inquired when that happens is the data as accurate as the records you maintain?

-  Mr. Scott stated that it varies and also depends on who they use for a provider and how diligent they are.


Mr. Scott provided the Commission with an overview of recent mapping activity:

-  The companies are supposed to be MSAG valid. This ties in with the Next Generation issue because we want to make sure we are the validation source for all companies.
-  Partial address conversions have occurred in 3 cities and towns affecting a total of 176 lines.
-  126 calls where no record was found
-  526 ALI Discrepancies of which all but 11 have been resolved
-  855 routine address changes
-  241 Master Street Address Guidelines
-  9 unnumbered telephone records
-  Per NENA Standards, we are currently removing all stranded unlocked records over 10 days old
-  1,318 files processed containing over 82,000 transactions. Of these records, over 27,000 records required attention from the Database Section
-  4,100 supplemental ALI records in the SupALI Database
-  Mapping database contains approximately 376,000 addressable points
-  Mapping database contains approximately 41,000 landmark points
-  Mapping database contains approximately 123,000 road segments
-  Mapping database contains approximately 6,800 building footprints
-  210 communities in maintenance status with 6 communities signing acceptance packages
-  Data Operations has provided updated maps and data to 7 communities since the last Commission Meeting
-  Data Operations has completed Multi-Tenant projects in 10 communities
-  Explanation of the new Multi-Tenant Map


Chairman Aiken asked if the 126 “No Record Finds” are a part of the ALI Discrepancies number?


 Yes, they fall under the ALI Discrepancies.


Chairman Aiken stated when he sees 526 ALI Discrepancies and all but 11 were resolved. That tells him we have taken care of most of the “no records found”.

 Yes, this is correct. Those “no record found” have been added to the database unless it is one of those nine that have not been finished.


Chairman Aiken stated he does not understand why we have any “no record founds” items.

 We had one carrier basically selling numbers that were not supposed to be used for outbound numbers. They were not screening what their system was sending out for numbers. They were buying these cheap DID's that were supposed to be used for internal use only. That is what generated some of our “no record founds”. The screening tables should be in place so these phone numbers can't be included in future data.

 We are working with the Department of Transportation to accept our road names. We are getting close to having them accept our road names and include them in dataset. We will be using the same road name spellings.

 At the Director's request, Mr. Scott has been going out to the Sheriffs and some dispatch centers along with Deb Bray to train them on what the Emergency Notification System can do. We have an almost finalized version of the policy and procedures.

Chairman Aiken asked how long does the training class last?

 About one hour but it could be longer with larger groups due to questions.

Chairman Aiken asked if the training could be done for an Association meeting?

Director Cheney stated we started with the Sheriffs asking them to invite all the local jurisdictions to come to the meetings. We told the larger jurisdictions like Nashua and Manchester that we would come to them to train them. Just yesterday, we went to the Southern Planning Preparedness Group. We are going out to other groups as well.

Chairman Aiken inquired about the proper method of requesting training for the Emergency Notification System.

Director Cheney advised giving Tim Scott a call to schedule the training.

Commissioner Goldman stated when contacting the Sheriffs Departments to ask that they invite jurisdictions to a meeting, be very specific so that they know to not only invite the customers close to them but all the jurisdictions.

Chairman Aiken stated this is just part of the training on how the system operates. But there is still a process for the community to appoint those who can use the system. We can train all the dispatch centers but they may not have the authority to use it.





Director Cheney stated what we asked the Sheriffs to do was to contact the appointed authority for each community. As a technical matter, they are the only ones who can decide who will have access to this system.

Chairman Aiken stated he notified the Fire Chiefs Association about the Emergency Notification training and he asked that any Commissioner that is representing an association please make them aware of the training.



Director Cheney introduced Robert A. Christensen, the Administration Manager for the NH Department of Safety's Division of Emergency Services and Communications. He was formerly Toll Manager for the NH Department of Transportation's Bureau of Turnpikes, Town Administrator, Weare, NH and headmaster of Boxford Academy. Bob is also a college professor teaching humanities and leadership studies at both the graduate and undergraduate levels at Springfield College, Hesser College and Granite State College. Bob is currently working on a Doctor of Arts in Leadership Studies degree at Franklin Pierce University. He holds the Certificate of Advanced Graduate Studies degree in educational leadership from Plymouth State University, a Master of Arts in Religion degree from Liberty University, a Bachelor of Science degree in general studies from Liberty University, and a post graduate of theology diploma from Boston Baptist College. He is a Certified Public Manager and holds Human Resources Certificate as well as Lean process Improvement Continuous Improvement Practitioner (CIP) credentials through the State of NH's Bureau of Education and Training.




2. C. Report on Administration Section (Robert Christensen, Administration Manager)

Robert Christensen reported the following:




-  Their primary focus will be making sure our organization is supported with staffing.
-  Several reclassifications are in process as well as trying to fill our vacancies.
-  Making sure we are hiring high quality individuals.
-  Making sure we have the support structure to enhance our mission.

Patricia Magoon reported the following:

-  Status of current contracts
-  FairPoint contract will need to go out to bid in the spring







-  Current positions that have been filled: Administration Manager, Technical Support Specialist V, Data Control Clerk III
-  The following positions are still vacant but are at various stages: Information Manager V, Technical Support Specialist V, Supervisor II, Cartographer, Telecommunication Specialist and Data Control Clerk II
-  We have received three new applications for the Administrator IV (Statewide Interoperable Communications Coordinator) position. These will be reviewed and go into the interview process.

Director Cheney stated that the vacancies and upgrades of some of our positions are related to those positions becoming more technical. We are trying to assure the qualifications of new personnel that will support Next Generation 9-1-1. We also will need technical people to support the VoIP project.


-  House Bill 618 – An act requiring State agencies to develop performance measures and to develop budgets for each biennium.
-  Division Strategic Planning Quadrants: Customer Services, Internal Processes/Lean, Financial, Employee Learning & Growth. This will be discussed at the next meeting.
-  Working on the Career Development, Frontline Supervisor, Workforce Development and a new Supervisor Training.

2. D. Status on NH VIEWW (Engineering Technician V, Sean Goodwin)

Sean Goodwin reported the following:









-  Snowmobile season has begun and we have released all the latest maps in the North Country.
-  2,233 miles of trails have been mapped and prepared to go into the PSAP and remote dispatch centers.
-  74 medical helicopter landing sites have been mapped.
-  383 snowmobile trails intersections have been added.
-  The secure network to support this data is up and available. The servers are configured. The security system has been installed and we are working with the vendor to get it properly configured with the Department of Safety's network policy.
-  We plan to start granting access to Department of Safety users over the next few months.

Chairman Aiken asked if the snowmobile mapping effort is basically GPS work or are their actual signs out there?

-  Each one of the 383 intersection have a sign with information showing address and directions to the nearest phone. Also, it has basic instructions for people to follow. They also indicate if there is cell service available at the location.

2. E. Status of Public Relations and Public Education (Wanda Bowers, Information Representative)

Wanda Bowers reported the following:










-  This has been a busy season with open houses at a lot of the fire departments
-  Fire Safety Expo for the city of Nashua.
-  Presentation for the Telecommunications Advisory Board
-  Presentation for the “Care to Cure” which is an Alzheimer’s conference
-  Since April 2011, we have added 875 new Supplemental ALI’s to the database
-  Worked with the Director of New England College to prepare an article on when to use the blue light safety phones or when to call 9-1-1. Sent this article out to all the students.
-  Upcoming presentation for Department of Transportation on an overview of 9-1-1.
-  I will be working with Bob Christensen on some Lean projects.



3. Bureau of Emergency Communication (9-1-1)

3. A. Report on PSAP Operations & Report on EMD (David Rivers, Chief of PSAP Operations)


Dave Rivers reported the following:

Emergency Medical Dispatch Compliance Statistics:


-  99.94% Customer Service
-  99.00% Case Entry
-  99.00% Key Questions
-  96.00% Chief Complaint
-  98.00% Final Coding
-  99.72% Dispatch Life Support
-  Attended the NH EMS quality documentation & data advisor committee meeting
-  Spoke with our Medical Director and they are working on a grant to try to integrate TEMSIS and dispatch times
-  Transfer times have crept up a little this month due to five new hires in the PSAP. We have plans in process to reduce that time of 91 seconds.

-  Six new hires started in the PSAP today
-  Deb Bray will be working closely with Bob Christensen on the supervisor training. She is also involved in the VoIP and Emergency Notification System training.


Commissioner Sweeney stated he worries about the stability of the platform. It seems like two to three times a week something is not working or is down. Does this get fixed quickly? Is this equipment just getting worn out?

-  We do have a plan in place to start updating our equipment. We have been waiting for the standards for Next Generation to be established so that we don't purchase equipment that will not work with future 9-1-1 technologies.

Commissioner Sweeney asked if the system goes down, and it effects more than one position, does someone come in to fix the problem.

-  We have a Technical Support team on call in case we have issues.

Commissioner Sweeney asked if they can diagnosis some of the problems over the phone?





-  The issues often can be handled remotely. They have access to many of the servers at home via their laptops.

4. Communication Maintenance Bureau

A. Communication Maintenance (Director Bruce G. Cheney, ENP)

1. Budget Issues
2. Status on the Statewide Interoperability Communications Coordinator (SWIC)

Director Cheney reported the following:

-  The budget for the state police communications maintenance section is within limits. Over time has not been a serious problem.
-  Primarily moving the state police dispatchers to Concord. This will cut down on the use of over-time.
-  We interviewed several candidates for the Statewide Interoperability Communications Coordinator position. We have re-posted this job to try to find a qualified candidate.
-  In the interim, Chairman Aiken has been appointed by Commissioner Barthelmes to fill this position on a part-time voluntary basis until we can appoint a permanent SWIC.

Asst. Director DeNutte reported that they are working to develop the network RFP but they don't know what the next generation standards are yet. Once we know what the guidelines are for Next Generation technology we can proceed. The equipment in the PSAP was purchased back in 2001. It will need to be updated.

Director Cheney stated broadband and microwaves will be included in the RFP.

Asst. Director DeNutte stated we have been waiting for state police to finish the broadband project through UNH. It will be the responsibility of the Division for maintenance beginning in June. Once this is up and running, we will try to continue the diversity loops.

Chairman Aiken stated the other part of the Next Generation 9-1-1 equation is after we can accept the text, photos and all the data from the public, how do we deliver it to the responders in the field?

Asst. Director DeNutte stated we are working on getting a contract with FairPoint for Carrier over Ethernet. We are installing this at each dispatch centers. We have purchased all the equipment. It is just a matter of placing the order with FairPoint.

Chairman Aiken stated there are many building blocks to get the information to the center and then the next piece is getting the information from the center to the responders in the field.

Commissioner Wood asked will it be mandatory for centers to have to accept the "Carrier over Ethernet" equipment?

Director Cheney stated we can not force the dispatch centers to have the equipment but he's not sure why they would not want the equipment.

Commissioner Sweeney asked if there is a cost for the services, and if we should inform all the dispatch centers so they can put it in their budgets?

Asst. Director DeNutte stated we should really look at what grants are out there that may be able to help with some of the cost.

Commissioner Sweeney asked if it is possible to have a state contract so we can get the most effective price.

Asst. Director DeNutte stated everything we do now, we try to get a state contract vs. an agency contract.




Commissioner Violette asked if the dispatch centers have to pick up the cost for the "Carrier over Ethernet" pipeline.

Asst. Director DeNutte stated there is no increased cost. We just need a little more bandwidth.

5. Bureau of Telecommunication

A. Report on State Telecommunication (Kevin Connor, Administrator IV)

Kevin Connor reported the following:




-  Project Overview
 - Upgrade the existing Core Data Network
 - Implement a Unified VoIP call Management Network
-  Current Status
 - Core Statewide Network
 - VoIP Implementation
 - Current Activities “Hazen Drive Pilot”
 - Partnering with agencies
-  Next Step
 - Concord
 - Capital Campus
 - Gallen Office Park
 - District & Remote Offices

6. Contractor’s Report (Scott Wolfert, FairPoint Communications)

A. FairPoint


1. Report on Network

Scott Wolfert reported the following:

-  The planned maintenance on the Concord tandem was completed without incident.
-  Discussion on Emergency Stand-Alone Operation
-  The Bureau has the authority to determine where the stand-alone numbers should be routed. FairPoint wants to partner with NHBEC to identify numbers for remote switch modules. If the municipality does not want to participate in that contingency then we know that number will automatically go to re-order.

Asst. Director DeNutte stated that there was an established stand-alone numbers list in the early stages. The intent is to flag the stand-alone numbers and in the event someone ported the number or removed the number we would be notified. NHBEC does not find out until there is a problem like what happened in Caanan.

Commissioner Mead stated she will go back to her 9-1-1 center and find out if this process exists.


 FairPoint also has a method to have the stand-alone numbers tested to make sure they are in service and there is no trouble on them. He also thinks it is a good idea to audit all the fourth routes on the standalone numbers at the same time. He would like to know if the Bureau could designate a staff member to help with that.

Asst. Director DeNutte replied we will figure something out.

Chairman Aiken stated this is something the Commission is concerned with. We would like to keep this on the agenda until this is resolved.


Asst. Director DeNutte stated he could think of several communities that do not use FairPoint. I believe that Emergency Services should establish some kind of isolation backup.

Chairman Aiken asked if that meant those communities that don't have FairPoint lines can't dial 9-1-1 when they are isolated.

 FairPoint cannot provide emergency stand-alone numbers for other competitor switches.

Commissioner Girard stated that if these small towns are served by a remote switch it may be in their best interest to pay a little extra and keep one FairPoint line rather than port all their lines to another carrier.

Commissioner Violette stated you can't do that everywhere because you have independent companies from out-of-state. Which means FairPoint can't provide the 7-digit stand-alone numbers to the towns if they have an out-of-state company.

 This is an issue we will continue to work on.

 Discussion on a sample letter to the PSAP/Municipality

 A presentation on diversity for the North Country

Chairman Aiken has appointed the following Commission work groups:

Next Generation 9-1-1 Group:

Paul Szoc – Chairman

Bill Wood – Vice Chairman

Scott Wolford – FairPoint

Ashish Patel – Intrado

Peter DeNutte – Staff Representative

Call Transfer Work Group:

Kate Bailey – Chairman

Dick Bernard – Vice Chairman

Bill Wood

Paul Szoc

Chairman Aiken thanked Kate, Dick, Paul, and Bill for chairing these groups. His intent is to have these groups report at subsequent commission meetings. They may utilize teleconferences or meet an hour before the regular commission meetings.

Chairman Aiken informed the Commission that Commissioner Girard had submitted his resignation today. On behalf of the commission Chairman Aiken stated that he and the other commissioners enjoyed working with Commissioner Girard and wished him well.

Commissioner Girard stated he really appreciated all the warmth of the commissioners and he wishes everyone well and lots of luck with the mission.

After the conclusion of the regular meeting, Solutions Engineering Director Ashish Patel, of Intrado Inc, provided the Commission with a detailed Next Generation 9-1-1 presentation.

7. New Business

Correspondence

A. Letter of Commendation

B. Thank you Letters

C. Emergency Communications Command Vehicle Event List

8. Adjournment

Chairman Aiken called for a motion to adjourn at 11:54 A.M. Commissioner Bailey motioned to adjourn the meeting and the motion was seconded by Commissioner Girard. Unanimously passed by those present and voting.

Next Commission meeting planned for March 2013. Date, time and location to be determined.

William Wood, Secretary
Enhanced 9-1-1 Commission